PERSONAL INFORMATION	
Surname	Netshidzati
Full names	Mutshinya Constance
Date of Birth	1988-11-09
Identity Number	881109 0633 084
Gender	Female
Disability	None
Race	African
Nationality	South African
Licence	Code C1(Code 10)

CONTACT DETAILS	
Cell No	084 996 6033
Email Address	Makhadzi.netshidzati@gmail.com
Physical Address	House 764, Westview Estate, Andeon X 18 Pretoria West
Postal Address	House 764, Westview Estate, Andeon X 18 Pretoria West
Other contact	084 9966 033

SECONDARY EDUCATION	
Year	2006
School	Tswime High School, Limpopo Province.
Qualification Subjects Passed	Senior Matric Certificate (Grade 12) English, Afrikaans, Physical Science, Geography, Biology, Tshivenda

TEARTIARY EDUCATION &TRAINING (*COMPLETED*)	
Qualification/Degree	Bachelor of Public Administration (Transport Management)
Institution	University of Limpopo
Year	2009
Modules completed	• Project Management, Project Design & Planning, • Structuring & Functioning of Public Service, • Intergovernmental relations, • Local Government Management, • Public Government Finance, • Road Infrastructure Planning, • Legislative Framework for Transport (National Land Transport Transition Act 22 of 2000), • Transport Planning (operating license, public transport plans, rationalisation & integrated transport plans), • Business Management of Public Transport; • Traffic Management & Safety, • Transport Economics, • Disaster Management, • Public Enterprise, Privatisation & MSP. • Development and the Environment,

TERTIARY EDUCATION (COMPLETED)	
Qualification	Programme in Project Management
Institution	University of Pretoria-Enterprise
Year	2018
Modules Completed	• Project Management Practices and Scheduling • The people-side of Project Management • Financial Principles and Project Cost Management • Project Procurement and Contract Management • Legal Aspects for Project Managers • Project Risk Management • Project Management in the Business Context • Project Quality Management
TEARTIARY EDUCATION &TRAINING (COMPLETED)	
Qualification	International Diploma in Transport and Logistics
Institution	The Chartered Institute of Logistics and Transport (CILT)
Year	2022
Modules Completed	• Management in Logistics and Transport • Supply Chain Management • Transport Operations • Movement of goods • Warehousing
SHORT COURSES COMPLETED	
1. Qualification	Electronic Records Management
Institution	Eland Management Consulting
Year	2020
Modules	Electronic Records Management
2. Qualification	Computer Literacy Course
Institution	African College of Learning
Year	2004
Modules	Microsoft Word; Excel; Outlook; Power-Point
3. Qualification	Office Administration Practice
Institution	Proactive College
Year	2013
4. Qualification	Occupational Health and Safety Act
Institution	Kephama Training Solution
Year	2019
5. Qualification	First Aid Level 1
Institution	Kephama Training Solution
Year	2019
6. Qualification	Effectively Assertive
Institution	NDJ Consulting
Year	2019

7. Qualification	Business Report Writing
Institution	NDJ Consulting
Year	2019
8. Qualification	Time Management Programme
Institution	Peakford Management Consultants
Year	2019
9. Qualification	Advanced Excel, Pivot Tables and PowerPoint
Institution	Ladydown Productions
Year	2020
10. Qualification	Road Traffic Safety Management Systems (Awareness Training)
Institution	SHEM Consulting and Training
Year	2019
Modules	ISO 39001:2012-A0331
11. Qualification	Road Traffic Safety Management Systems (Understanding and Implementation Training)
Institution	SHEM Consulting and Training
Year	2019
Modules	ISO 39001:2012-A0001
12. Qualification	Fleet and Transport Management
Institution	Prominence Training Solution
Year	2020
Modules	Fleet and Transport Management
13. Qualification	Online Executive Secretaries' Workshop
Institution	Emerge Conferencing & Training
Year	2021
14. Qualification	Managing Discipline (NQF 5)
Institution	Pearson Corporate Training
Year	2021

ACHIVEMENTS & AWARDS

Star Performer	• Tshwane Rapid Transit 2018/2019
Best Pillar Employee	• Best Pillar Employee for MMC BU, Rail Network, Transnet Freight Rail, Eastern Region) in 2016
Customer Service Excellence	• Chief Engineer's Excellence Award 2016/2017, Eastern Region, Rail Network, Transnet Freight Rail
Most Efficient Senior Secretary	• Most Efficient Senior Secretary in Eastern Region, Rail Network, Transnet Freight Rail-2016/2017
Top Student Awards	• Top student certificates Overall Best Student per level in B. Admin Local Government and Transport Management in 2008-University of Limpopo; • Top student certificates Overall Best Student per Module in Project Management (PUBA 342) in 2009- University of Limpopo.

WORK EXPERIENCE (current)	
Company	**South African National Roads Agency SOC Ltd (SANRAL)**
Position	**Personal Assistant/ Office Manager: Free State Provincial Head / and State Operations & Maintenance Manager**
Period	**1 December 2026 to Date**

Communication Management

- Cultivate and maintain good working relationships with key stakeholders.
- External liaising with SANRAL stakeholders and screening calls.
- Liaising with internal colleagues and the public at large
- Attend to public queries and maintain positive perceptions of the organization with internal and external stakeholders.

Diary Management

- Manage and monitor Provincial Head and Provincial Operations and Maintenance Manager calendar and diary.
- Extensive planning and organizing of electronic diary business arrangements

Administration Management

- Manage and arrange meetings and appointments accordingly and prepare relevant documentation for said meetings.
- Preparation of agendas, minutes, documents, briefing papers, spreadsheets, presentations, and reports, as well as compilation and distribution of management packs.
- Reservation of domestic and international travel arrangements and liaison with a travel agency and the finance department
- Taking minutes as and when required

Maintain an accurate and efficient filing system Support

- Organizing internal and external meetings, functions, and events, in-house and external. Inclusive of making necessary catering / refreshment arrangements.
- Ensure continuous professionalism with staff and stakeholders.
- Handling (emails, faxes, write-ups, agreements, resolution and mail) in a professional, confidential, and efficient manner with appropriate follow-up where necessary.

Stakeholder Management

- Leading and managing the coordination of consultation activities including community information sessions.
- Demonstrate the ability to listen attentively and provide clear researched and policy-aligned responses to audiences.
- Providing regular reports on stakeholder relations and community consultation activities and giving advice on emerging consultation issues.
- Providing detailed risks and suggested mitigations to build mutual and sound relationships.
- Providing project administration support to ensure good documentation of stakeholder contact to assist with project reporting.
- Develop a deep understanding of SANRAL's projects in the province to deliver internal and external stakeholder activities that align with overarching business strategies.

- Deliver high quality engagement material which demonstrates excellent oral and writing skills, clarity of message and engagement with audiences.
- Provide content for key internal & external communications channels.

Project Management Assistant

- **Administrative Support:** Maintaining project files, documentation, and creating reports.
- **Scheduling & Coordination:** Tracking deadlines, organizing meetings, and managing project calendars.
- **Monitoring & Tracking:** Keeping track of project progress, milestones, and identifying risks.
- **Communication:** Acting as a liaison between project managers, team members, and stakeholders.
- **Financial Assistance:** Assisting with budgeting, tracking costs, and processing data in systems like SAP.

WORK EXPERIENCE (PREVIOUS)	
Company	**Limpopo Department of Transport and Community Safety**
Position	**Assistant Director: Transport Operator Empowerment**
Period	**1 March 2025 to 30 November 2025**

- Coordinate the implementation of Taxi Operators Empowerment
- Coordinate the implementation of Bus Operators Empowerment
- Coordinate the implementation of Women in Transport Empowerment
- Coordinate the implementation of Training of SMME's

Coordinate Implementation of The of The Public Transport Operators' Empowerment

- Consultation with public transport operators in the province
- Identification of training needs
- Identify the target group.
- Coordinate the consultation with various stakeholders on empowerment programmes, internal and external.
- coordinate the implementation of identified training programmes.
- Facilitate roadshows and workshops.
- Compile reports

Provide Administrative Support for Monitor Development and Implementation of Santaco Business Plan

- Coordinate the development of SANTACO Business Plan
- Draft Memorandum of Understanding between SANTACO and the department
- Analyse and assess SANTACO Business Plan
- Assist with monitoring the implementation of Business Plan
- Analyse and assess SANTACO quarterly performance and financial report
- Administrative support to ensure that session with SANTACO Provincial Office Bearers on performance and financial reports are conducted

Administratively Facilitate Quarterly Payment of Santaco

- Render the administrative support in preparation of the SANTACO payment

- Prepare expenditure authority for payment of SANTACO
- Ensure that the supporting document are attached to the payment expenditure
- Ensure that the payment expenditure goes through the signatory process
- Ensure that the payment certificate is submitted to finance department for payment
- Maintain proper record of the payment process

Design Innovative (Online) Process Flow/Procedure for Monitoring Customer Satisfaction Services Survey (I.E Bus Passengers)

- Draft a process flow for online continuous customer services surveys
- Identify key stakeholders for the process to be complete
- Engage relevant stakeholder to be part process
- Put down detailed implementation plan and reporting process
- Clear timelines, deliverables and outputs of the process
- Illustrate the roll-out plan to kick start the customer service survey
- Present to the Deputy Director for inputs and endorsement before presenting to the Management

Conduct Customer Service Survey

- Consultation with stakeholders
- Conduct customer satisfaction surveys
- Analyse customer satisfaction questionnaires
- Report writing

WORK EXPERIENCE (PREVIOUS)	
1. Company	**Tshwane Rapid Transit** (*Operating & Managing Areyeng BRT Buses on Behalf of City of Tshwane*)
Position	**Operations Support Officer**
Period	**1st October 2018- 28 February 2025**

DUTIES

Render Day to Day Departmental Administrative Service to Operations Department

- Provide administrative and secretarial support to support the effective running of the office (Scanning and retrieving documents, archiving documents, physically filing documents, taking and distributing minutes, etc.);
- Provide support in organising and preparing for management meetings;
- Establish and maintain an effective and secure e-filing and document management system for fast retrieval of data and information;
- Establish and maintain sound relations with relevant stakeholders in assisting with requests, dealing with issues/queries, and managing incoming and outgoing instructions and responses;
- Ensure that the required protocol is always followed, demonstrating cultural awareness as well as awareness for the and position of visitors and staff;
- Provide administrative and secretarial support to support the effective running of the office (Scanning and retrieving documents, archiving documents, physically filing documents, taking and distributing minutes, etc.);
- Provide Office administration and support to the depot operations;
- Perform other duties as assigned by Operations Managers;
- Assign & monitor administrative & other secretarial responsibilities among office staff;
- Maintain proper record keeping and filling;

- Petty cash request and management;
- Leave Management and Time Attendance Management by ensuring Check compliance in terms of the use of the biometrics and consolidate monthly time attendance sheet for operations team;
- Ensure that Operations Manager subordinates record leave and submit to HR;

Contracts Administrator

- Contracts Administrator
- Manage paperwork associated with contracts, programs and projects and responding to any concerns or queries
- Supervise and manage work (and variations to work orders) undertaken by contractors
- Analyse potential risks involved with specific contract terms
- Maintain the filing of hard or soft copy contracts
- Liaise with subcontractors, material suppliers, trades, and project managers to ensure goods, services and projects are delivered in line with agreed terms and conditions
- Monitor all contract deadlines and conditions to ensure timelines are kept and all relevant payments or information have been met

Departmental Project Coordinator/Administrator

- Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures;
- Organizing, attending and participating in stakeholder meetings;
- Documenting and following up on important actions and decisions from meetings;
- Preparing necessary presentation materials for meetings;
- Ensuring project deadlines are met;
- Determining project changes;
- Providing administrative support;
- Undertaking project tasks as required;
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project;
- Ensure stakeholder views are managed towards the best solution;
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members;
- Create a project management calendar for fulfilling each goal and objective;

Meetings and Event Coordination

- Coordinates meeting minutes for all management requirements (such as Monthly Operations Meetings, Monthly Operations & HR Meetings, Monthly Operations General Staff Meeting; Weekly Operations Meeting and other Executive Meeting);
- Plan and Execute Management meetings with Managers by utilizing agenda and minutes accomplishment of meeting objectives.
- Follow up on action points and accomplishments of meeting objectives
- Coordinates departmental events as required
- Arrange and facilitate Monthly/Weekly Meetings with External service providers

Manage Operations Manager Diary

- Screen all incoming calls and divert or take messages; Respond to queries where possible on behalf of the Operations Department;
- Manage and arrange meetings for the designated managers by ensuring that agendas

are prepared, required inputs are received from all parties concerned and that all relevant documentation is in order;
- Brief and update the Operations Manager on the context of meetings in advance, as well as the input and actions required from them at the meeting;
- Assist Operations with internal/external communication and liaison;
- Operations Manager Diary Coordination;
- Manage, coordinate and schedule Operations Managers diaries in terms of all meetings, appointments and functions timeously and accurately;
- Handle calls for Managers, relay messages where applicable and redirect queries to relevant responsible Managers;

Departmental Budget Control and Management (Refreshments/Office Supplies)

- Ensure adherence to the TRT financial procedure in term of procurement of office supplies and other service;
- Create, manage and control department budget monthly;
- Facilitate the procurement the office stationery, office groceries on behalf of the Operations and HR Team;
- Maintain proper utilisation of Stationery and office refreshment;
- Inventory of all office supplies;
- Report all non-functional equipment and re-ordering management;
- Align with service providers to submit invoice, quotations for service rendered to TRT;

Management of Accident Claims (Buses)

- Support the operations team in accident management process, claims administration and follow up;
- Register all accidents with the Insurance Company for TRT
- Ensure that the accident report is readily available for the Executives when they need it
- Maintain up to date schedule of the accidents/incidents claim register and progress there of;
- Requesting the Quotations and invoices from the external service providers (responsible for repairing buses);
- Work hand in hand with workshop to ensure the buses are repaired after accidents
- Serve as inter-link/communication between the Insurance Company & Service Providers (Repairers)

Records Document Management

- Develop the classification systems) and protocols to enable retrieval of information.
- Design a file plan based on the functions of the organization and its business processes.
- Ensure a record storage system.
- Ensure that audio-visual, micrographic records are managed and stored.
- Conduct an audit of record keeping and records management practices against the legal requirements.
- Implement the necessary supportive procedures to achieve the aims of the policy.
- Ensure the effective storage and movement tracking of documents.
- Ensure a systematic disposal programme and disposal policy.
- Dispose of records in a compliant manner.
- Ensure that the storage of records conforms to the legal requirements.

Compile & Consolidate Daily, Weekly and Monthly Report

- Keep management informed by reviewing and analysing special reports, summarizing information and identifying trends;
- Consolidating reports from various departments and collectively organize information from each area of business (Monthly);
- Prepare Operation EXCO monthly report inputs management;
- Prepare Joint Operations Committee weekly report;
- Prepare Daily Operations report;
- Update daily passenger complaints register on behalf of the Operation Manager;
- Ensure that Operations Risk Register is updated monthly;

Ensure that Tshwane Rapid Transit comply to the requirement of the legislative (NLTA and RTA)

- Ensure that all buses have up to date operating permits;
- Manage and monitor that all A Re Yeng Buses has valid operating licenses;
- Apply for additional routes, renewal, amendments of routes/authority, new permits for all A Re Yeng Buses
- Coordinate and manage the acquisition and replacements of operating licences;
- Administration of all operating licenses and permits for buses;
- keep up to track record of Operating Licences for all the A Re Yeng Buses;
- Ensure that all Buses has valid Road Worthy Certificates, and the vehicle registration license is up to date;

Ensure Operational Effectiveness and Serve as Contract Administrative Assistant

- **Drivers Uniform Management**: Procure New Uniforms for Drivers and Record the return of driver uniform;
- **Ensure compliance to Pool Car Usage**: Keep track record of the utilization of the pool cars monthly;
- Analyse an organization's current contract administration procedures and find ways to eliminate bottlenecks
- Reviewing contractor invoices for accuracy and ensuring that service providers adhere to deadlines when it comes to monthly invoicing,
- Help contracts managers to effectively enforce contracts made with suppliers,
- Prepare contract documents, set up meetings for the manager, communicate with contractors and maintain contract files

Fleet/Vehicle Support Officer

- Accurately and efficiently processing fleet workshop job sheets,
- Maintaining accurate records of daily staff attendance,
- Processing payroll information including overtime and additional payments,
- Liaising with suppliers and customers (both external and internal),
- Demonstrating effective administrative skills,
- Provides additional cover and operational support across all departments on site to ensure critical operational continuity and service delivery;
- Create reports to ensure legislative compliance;
- There is a financial element to the role, creating spreadsheets for charging out, invoicing, and charging out internally and externally.

Managing Misconduct and Discipline

- Lead investigations into employee complaints and allegations of misconduct
- Facilitate employee engagement activities and initiatives;

- Deal with misconduct in a timely manner;
- Gather testimony from everyone involved in the misconduct allegation and review any physical evidence;
- Write down every part of your investigation, including the initial report, the investigation plan;
- Consider how serious the act of misconduct was and its impact on the workplace;
- Plan about disciplinary response to the misconduct and review the respond to misconduct in the past and seek guidance from official employee policy;
- Clearly communicate with the employee being disciplined about how the company plan to resolve the situation.

Customer/Client Service Representative

- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage customers
- Ensuring a positive and professional client service experience.
- Managing client inquiries via phone, email, online, or in person.
- Directing client complaints or queries to relevant departments in a timely manner.
- Providing clients with technical assistance on services.
- Building positive client relations by checking in regularly and following up on active processes.
- Maintaining client records and documenting processes.
- Identifying potential client services concerns and facilitating initiative-taking intervention steps.

Stakeholder Engagement Coordinator

- Assist Stakeholder Manager/s in building positive working relationships with key stakeholder cohorts including; statutory and non-statutory organisations, & community groups, businesses, and other affected parties, demonstrating high level engagement skills in written and oral form;
- Support Stakeholder Manager/s with the development and updating of core project materials including key messages, Q&A, response lines, briefings and presentations, tailoring messages to specific audiences, to be used across multiple channels including via stakeholders, the media, events and on digital and social media;
- Support Stakeholder Manager/s with planning and delivery of workshops, community working groups, meetings and focus groups;
- Working with the stakeholder engagement teams to determine key issues, how they relate to the relevant communities and what mitigation measures can be implemented to reduce the impacts;
- Support the development and successful implementation of communications and stakeholder engagement plans, including detailed tactical delivery plans;
- Prepare agendas and briefings for stakeholder meetings and produce minutes of meetings ensuring all information is properly recorded on the database;

- Ensure stakeholder records are kept up-to-date and reflect latest contact and engagement activities;
- Research, populate and manage database of event and speaking opportunities and prepare recommendations for project team members accordingly;
- Support reporting, evaluation, and analysis, including maintenance of dashboard, in partnership with key project team members;
- Work collaboratively with all project team members;
- Ensure stakeholder responses and requests are communicated to technical teams, monitoring, and analysing feedback from stakeholder engagement, ensuring all contact is logged in the stakeholder engagement database;
- Ensure accurate audit trail maintained of all stakeholder engagement;

2. Company	Transnet Freight Rail (Pretoria)
Position	**Senior Secretary: Coal & MMC Business Unit (Eastern Region, Rail Network)**
Period	January 2016- to 30 September 2018

Duties

- Screen all incoming calls and divert or take messages; Respond to queries where possible on behalf of the designated Executive Manager in his absence;
- Manage and arrange meetings for the designated managers by ensuring that agendas are prepared, required inputs are received from all parties concerned and that all relevant documentation is in order;
- Brief and update the Executive Manager on the context of meetings in advance, as well as the input and actions required from them at the meeting;
- Pro-actively determine and obtain relevant information required to support the Executive Manager contribution;
- Facilitate logistical arrangements in terms of local and international travel, accommodation and subsistence for the Executive Manager (including account reconciliation and currency required);
- Provide administrative and secretarial support to support the effective running of the office (Scanning and retrieving documents, archiving documents, physically filing documents, taking and distributing minutes, etc.);
- Provide support in organising and preparing for management meetings;
- Establish and maintain an effective and secure e-filing and document management system for fast retrieval of data and information;
- Establish and maintain sound relations with relevant stakeholders in assisting with requests, dealing with issues/queries, and managing incoming and outgoing instructions and responses;
- Ensure that the required protocol is always followed, demonstrating cultural awareness

as well as awareness for the and position of visitors and staff;
- Produce PowerPoint and Excel presentations in line with the requirements for executive management meetings and presentations;
- Obtain data information from relevant sources for compilation of monthly reports and build packs for meetings when required;
- Conduct first line research when required by consulting with relevant internal or external sources, and/or by doing desktop research;
- Analyse and summarise information into a report for ease of use;
- Assist other secretaries in the implementation of the office processes, practices and technology when required;
- Coach and guide new/junior secretaries on protocol and correct office management process when required;

PROJECTS INVOLVEMENT/EXPERIENCE	
Project Name	Coaline & MMC Shutdown (Annual Maintenance), Transnet Freight Rail
Company	Transnet Freight Rail
Position	**Project Administrator (Secretariat)**
Financial Years	2014/15; 2015/16; 2016/17; 2017/18; 2018/19

- ✓ Keep meeting calendars and appointment notices updated, organizes agendas, and might facilitate meetings on behalf of the project manager when needed.
- ✓ Communicate with Various Stakeholders to ensure that the all challenges are attend to during the maintenance periods
- ✓ Organizes the necessary team members and specializes in facilitating, reporting and analysing projects under the supervision of a project manager.
- ✓ Discussing Project updates with Senior Officials and the Client
- ✓ ensuring that projects are run in compliance with the Organisation's requirements
- ✓ Sets up and manages support functions covering planning, tracking, reporting, quality management and internal communication.
- ✓ Facilitate Administrative Duties at the Project Warroom
- ✓ Keep track of expenses and other financial issues, collects information from team members and colleagues to identify and monitor travel, equipment and other expenses directly related to project activities
- ✓ Work with finance to follow invoices through approval and payment processes, and with purchasing to get purchase orders released to vendors in time to meet project deadlines and milestones.
- ✓ Contact team members for status updates and notify the project manager when there is a risk that something won't meet a deadline.

3. Company	Transnet Freight Rail (Richards Bay, KZN)
Position	**Chief Admin Official, Rail Network (Coal BU)**
Period	April 2014 to December 2015

Duties
• Process, analyse and report high quality operational information to the Senior Manage/Infra Manager to enhance efficiency and service quality • Created, managed, maintained information system for storage in a manner allowing speedy retrieval of documents; • Develop measurement tools for effective operational performance; • Performed general administrative duties to ensure efficient records/office management; • Produced high quality operational related information for management/operational and measurement decision making, keep meeting calendars and appointment notices updated, organizes agendas, and might facilitate meetings on behalf of the project manager when needed. • Communicate with Various Stakeholders to ensure that the all challenges are attend to during the maintenance/project periods • Organizes the necessary team members and specializes in facilitating, reporting and analysing projects under the supervision of a project manager. • Discussing Project updates with Senior Officials and the Client • ensuring that projects are run in compliance with the Organisation's requirements • Sets up and manages support functions covering planning, tracking, reporting, quality management and internal communication. • Facilitate Administrative Duties at the Project Warroom • Keep track of expenses and other financial issues, collects information from team members and colleagues to identify and monitor travel, equipment and other expenses directly related to project activities • Work with finance to follow invoices approval and payment processes, and with purchasing to get purchase orders released to vendors in time to meet project deadlines and milestones. • Contact team project members for status updates and notify the project manager when there is a risk that something won't meet a deadline.

4. Company	Limpopo Department of Roads and Transport (Sekhukhune District)
Position	Operating Licensing Officer-Public Transport
Period	March 2014

Duties
• Register Taxi Associations and Non-members. • Arrange Operating Licensing Board Meeting; • Verification of Public Transport Ownership; • Capturing of operators and vehicle information on the RAS; • Monitor and record keeping of operating licence statistics; • Issuing of Public Transport Permits and Operating Licenses; • Collecting Revenue attached to operating licenses; • Attending to complains from the Taxi Association to Department

5. Company	**Limpopo Department of Roads and Transport (Polokwane)**
Position	**Personal Assistant** *to General Manager Public and Freight Transport*
Period	**August 2011-February 2014**
Duties	

Provide administrative support to the General Manager.

- ✓ Provide administrative tasks in support of the General Manager.
- ✓ Handle correspondences.
- ✓ Keep incoming and outgoing register of documents in the office.
- ✓ Collection and distribution of material on behalf of the General Manager to the offices in the Department and Organisations outside the Department.
- ✓ Administer the Directorate's filing
- ✓ Manage Departmental correspondences and files with due regard for security considerations.
- ✓ Co-ordinate the ordering of stationery and consumables for the General Manager.
- ✓ Consolidate monthly and quarterly reports for Directorate.
- ✓ Act as the front office regarding enquiries.

Provide secretariat services to the General Manager.

- ✓ Manage the General Manager's diary/itinerary.
- ✓ Handle the General Manager telephone.
- ✓ Compile letters, memorandum, notes and reports on behalf of the General Manager.
- ✓ Handle arrangements with the General Manager, the Division and the Department.
- ✓ Handle arrangements regarding meetings and gatherings in support of the General Manager.
- ✓ Arrange Directorate meetings and organise Directorate activities.
- ✓ Act as secretary to the meetings chaired by the respective General Manager.
- ✓ Compile, co-ordinate and distribute programmes, agendas and minutes for meetings.

Compile estimates of budget expenditure for the office.

- ✓ Receive and consolidate estimates of budget expenditure from offices attached to the Directorate.
- ✓ Keep budget commitment register.
- ✓ Financial administration-submission of claims, salary advice;
- ✓ Processing/Compile invoice from Service Providers
- ✓ requisitions and reimbursement forms and ensuring the payment of vendors for various office related expenses;
- ✓ coordination of procurement processes within the department;
- ✓ financial management, ensuring that invoice is compiled on time from supplier/projects;

Handle travel, accommodation and catering matters for the office.

- ✓ Arrange accommodation.
- ✓ Liaise with Supply Chain Management for travelling purposes.
- ✓ Liaise with Supply Chain Management advance and returns on behalf of the General Manager.
- ✓ Liaise with Supply Chain Management for catering purposes

5. Company	**Limpopo Department of Roads and Transport (Polokwane)**
Period	**February 2010- July 2011**
Position	**Admin Officer**: *Senior Manager Subsidy, Funding, Research & Planning:*
Duties	

- ✓ Provide general administrative support to the SMS member and registrar's office.
- ✓ Organize meetings and take minutes for the office.
- ✓ Ensure efficient and effective running of the office.
- ✓ Manage both electronic and manual diary of the SMS member.
- ✓ Make follow up on outstanding reports and consolidate them.
- ✓ Screen calls and appointments that do not necessarily need the direct attention of the SMS members.
- ✓ Manage bookings for travelling and accommodation for officials at registrar.
- ✓ Prepare claims for subsistence and travelling allowance;
- ✓ Take decision regarding certain matters in consultation with SMS member and General Manager

PROJECT COMMITTEE SERVED

Project Name	**Updating the Limpopo Freight Data Bank**
Period	June 2011-April 2012
Duties	Project Steering Committee Member (Skills Transfer)
Core Function of the Project	The primary objectives of the project were to collect freight Data information to update the current Freight Data Bank, upgrade the databank System.
Project Owner	Limpopo Department of Roads and Transport

SKILLS & KNOWLEDGE

- Service Orientation
- Attentions to detail
- Integrity and Adaptability
- Coaching & Delegation
- Leadership and Problem-Solving Skills
- Adaptability and Stress Management Skills
- Financial Management and Office Management skills (PFMA)
- Presentation skills
- Good interpersonal and communication skills
- Excellent organising skills/ Time management
- Project Management (Administration)
- Contract Management
- Assertiveness and Trustworthiness
- Technological skills
- Strategic Planning
- Resourcefulness
- Understanding of Public Transport Industry
- Report Writing Skills

REFERENCES

NAME	**STEPHINA DLONGWANA**
Company	Transnet Freight Rail
Position	Senior Manager: Finance, Eastern Region
Contact Numbers	0832935969

NAME	**ELMIEN KOEDYK**
Company	Limpopo Department of Roads and Transport
Position	General Manager: Public and Freight Transport
Contact Numbers	0828036019
NAME	**Rale Sebudi**
Company	Tshwane Rapid Transit
Position	Operations Department
Contact Numbers	012 323 1754